

Analysis of the Service Quality of Medical Record Work Unit using the Service Quality (Servqual) Method (Case Study in Cardiologist at Elizabeth Situbondo Hospital) (Analisis Kualitas Pelayanan Unit Kerja Rekam Medis dengan menggunakan Metode *Service Quality (Servqual)* (Studi Kasus di Poli Spesialis Jantung Rumah Sakit Elizabeth Situbondo))

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ABSTRACT

Analysis of the service quality of Medical Record Work Unit using the service quality (servqual) method, case study in Cardiologist at Elizabeth Situbondo Hospital. The service quality (servqual) method is a research method used to measure the quality of service in order to know the extent of the difference between reality and expectations of the service that customers receive. The population in this study were 576 cardiac specialist poly patients. The sample used the Slovin formula with 86 patients as respondents. This type of research is quantitative. Data collection used questionnaires. The data analysis method uses the measurement of service quality; tangible, reliability, responsiveness, assurance and empathy. The results showed that tangible with a mean score of 1.86 servqual, the perception was greater than the expectations of cardiac specialist poly patients. The reliability variable with a mean servqual score is 0.70, the perception is the same as the expectations of cardiac specialist poly patients. The responsiveness variable with a servqual mean score of 0.85 shows that the perception is the same as the expectations of cardiac specialist poly patients. The assurance variable with a mean servqual score of 0.99 shows that the perceptions are the same as the expectations of cardiac specialist poly patients. The empathy variable with a servqual mean score of 1.05 shows that the perception is greater than the expectations of cardiac specialist poly patients. The conclusion is that the perception is greater than the patients expectations of the service quality in cardiologist medical record work unit.

Keywords: *Service Quality of Medical Record Work Unit, Service Quality (Servqual) Method*